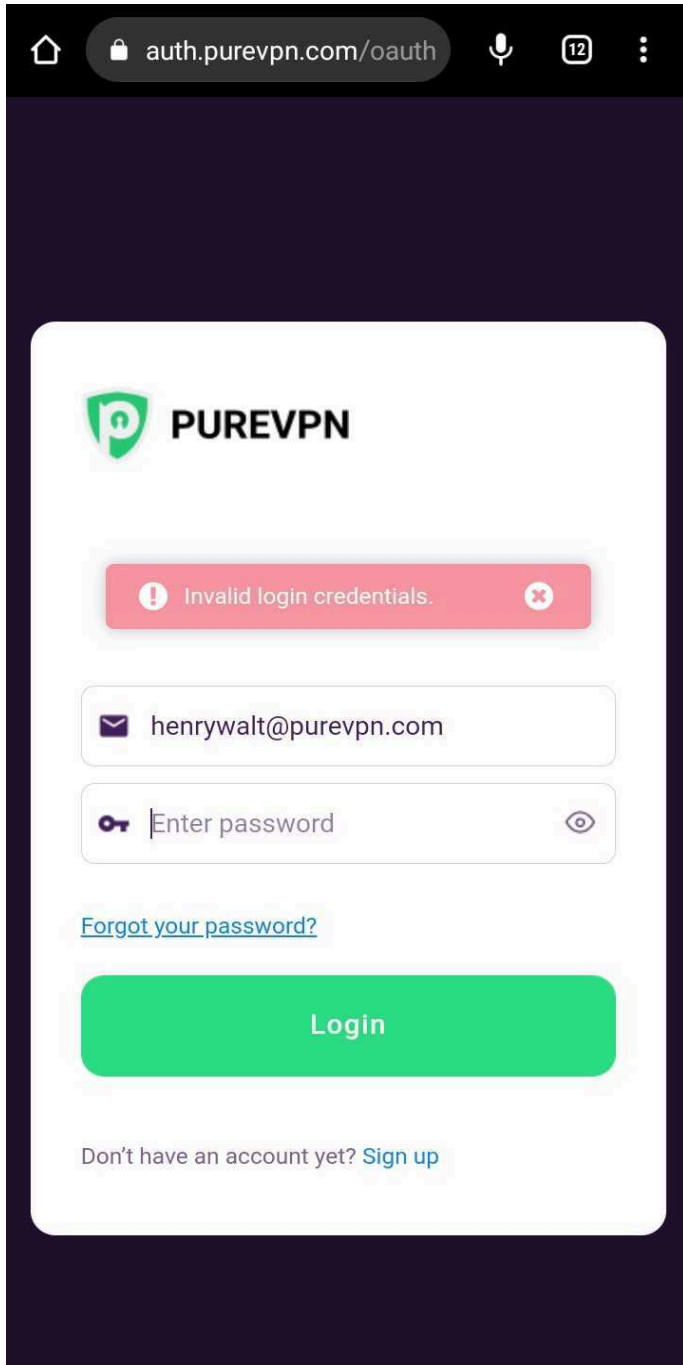


## Invalid Login Credentials - Member's Area on Android/iOS

Login issues can be frustrating, especially when you're trying to access something important. However, more often than not, these issues are caused by an interrupted internet connection. Therefore, they can be solved one way or another. so the first thing to do is make sure your connection is stable. If the internet connection is fine, try resetting the password by following the steps below ?

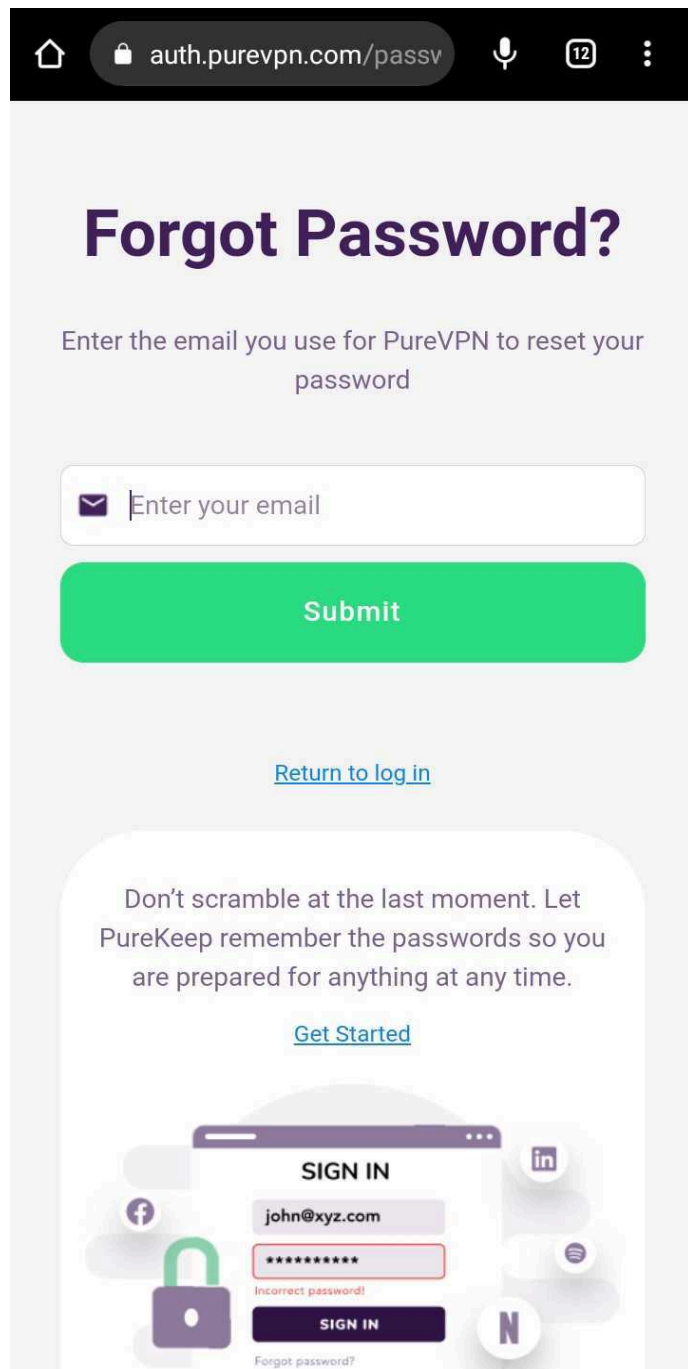
### Reset Password on Android/iOS

- If you are getting Invalid login credentials error message that indicates that you are using the wrong password. So, simply resetting the password will make it work.
- Tap **Forgot your password?** to reset your password.

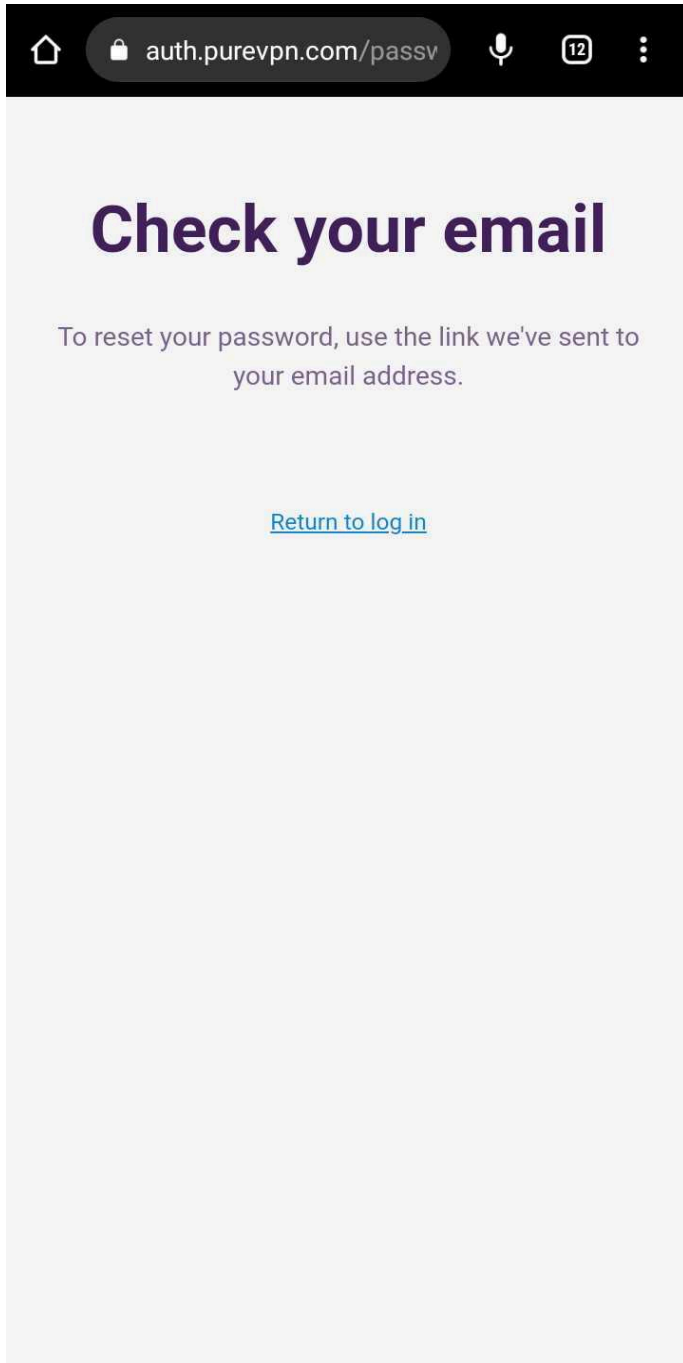


The screenshot shows a mobile browser interface for the PureVPN login page. At the top, the address bar displays 'auth.purevpn.com/oauth'. Below the browser header is the PureVPN logo and name. A red error message box states 'Invalid login credentials.' with a close button. Below this is a text input field containing the email address 'henrywalt@purevpn.com'. Underneath is a password input field with the placeholder text 'Enter password' and a toggle icon for visibility. A blue link for 'Forgot your password?' is positioned below the password field. A large green 'Login' button is centered on the page. At the bottom, there is a link for 'Don't have an account yet? Sign up'.

- You'll be asked to provide the email address. Please make sure to type the PureVPN registered email address.
- Once done, tap the **Submit** button to proceed.



- You will now be asked to check your email address as you will get an email to reset your password.



- While looking for the email it is recommended to check the Spam and Promotional folder of your email account as sometimes the email might land on these folders.
- If you still not able to find the email then do try repeat the above process by using this? [link](#)

Show linked images  
no-reply@purevpn.com; not known



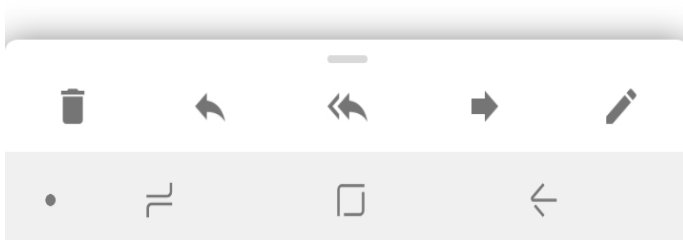
## Reset your password?

Simply click on the button below to create a new password.

[Reset Your Password](#)

If you didn't make this request, please ignore this email.

### Supported devices



- Next, you'll need to create a new password.
- Retype the new password.
- Once done click Set new password
- Bingo! Your password has been reset successfully. Go back to the login screen and login with your email address and new password.

Was this article helpful? Rate and share your comments below. Your input matters to us and everyone else in the Cyber Security Community.